



Avaya Solution & Interoperability Test Lab

Application Notes for WEBTEXT SMS Smart Notifications Service Version 3.0 with Avaya Proactive Outreach Manager 4.0 and Avaya Aura® Experience Portal 8.0 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for WEBTEXT SMS Smart Notification Service with Avaya Proactive Outreach Manager 4.0 and Avaya Aura® Experience Portal 8.0. The service allows Proactive Outreach Manager campaigns to send and receive SMS messages.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as any observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for WEBTEXT Smart Notification Service with Avaya Proactive Outreach Manager 4.0 and Avaya Aura® Experience Portal 8.0. The service allows Proactive Outreach Manager campaigns to send and receive SMS messages.

WEBTEXT is a CPaaS with a focus on Enterprise Messaging and Cloud Applications. WEBTEXT gives customers the option to use messaging in support of voice while providing advanced cloud campaign managers & omnichannel applications. WEBTEXT's Smart Notifications integrates with the Avaya Experience Portal and Proactive Outreach Manager platform to enable 2-way messaging with ALL messaging replies to automated messages sent from the business system returned by the WEBTEXT gateway to the business system.

2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. All test cases were performed manually. The serviceability test cases were performed manually by restarting the Experience Portal and Proactive Outreach Manager systems and disconnecting/reconnecting the network to the Experience Portal system.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya system and WEBTEXT system did not use secure encryption feature as requested WEBTEXT.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. Feature testing included the validation of the following:

- Verification of connectivity between SMS Gateway Service and Experience Portal.
- Verification that (outbound) SMS Messages route promptly to the correct recipient via the WEBTEXT SMS Gateway.
- Verification that (inbound) SMS Messages route promptly to AEP/POM platform from recipients via the WEBTEXT SMS Gateway.
- Link Failure\Recovery was also tested to ensure successful reconnection after link failure.
- Scenarios included.
 - Sending long, short, blank messages
 - Receiving inbound messages
 - Sending non alphanumeric characters messages
- Recovery from disconnect of service.

2.2. Test Results

All test cases were executed and verified.

2.3. Support

Support for WEBTEXT can be obtained through the following:

- Address: 36E Main St., Suite 201, Norristown, PA 19401 U.S.A
- Tel: +1 (855)247 3232
- Email: support@webtext.com
- Website: <https://www.webtext.com/>

3. Reference Configuration

Figure illustrates the network topology used during compliance testing. The Avaya solution consists of Experience Portal and Proactive Outreach Manager. The Experience Portal is configured to connect the SMS Gateway Service via SMPP.

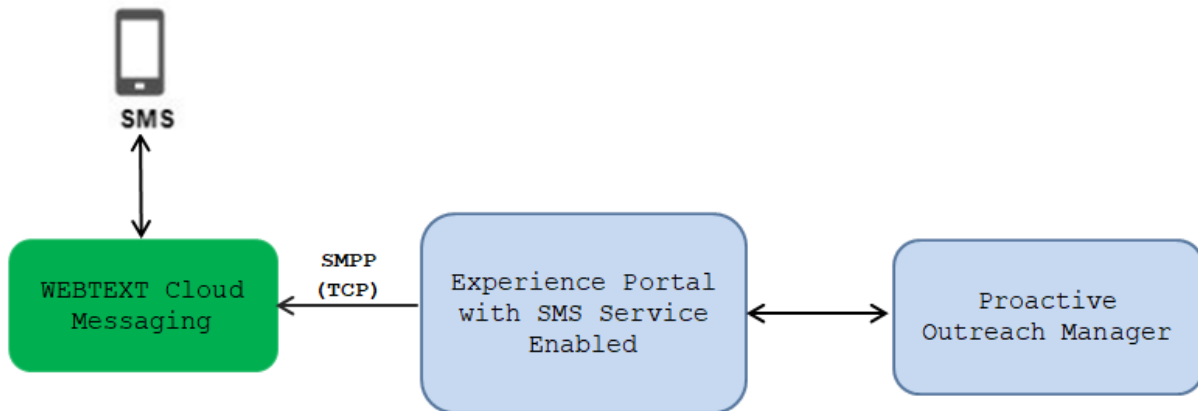


Figure 1: Avaya Aura® Experience Portal, Proactive Outreach Manager and SMS Gateway Service Reference Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® Experience Portal running on Virtual Environment	8.0.0.0.1217
Avaya Outreach Manager running on Virtual Environment	04.00.00.00.00.248
WEBTEXT Smart Notification Service	3.0

5. Configure Avaya Aura® Experience Portal

Configuration and verification operations on the Experience Portal illustrated in this section were all performed using either the Experience Portal Management web interface or an SSH connection to the server. The information provided in this section describes the configuration of Experience Portal for this solution. It is implied a working system is already in place, including Media Processing Platform, Apache Tomcat application server. Installation of POM applications is also out with the scope of this document. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Add SMS Processor
- Add SMPP Connection
- Configure Application Settings

5.1. Add SMS Processor

To allow Proactive Outreach Manager to run an SMS campaign, Experience Portal requires an SMS processor.

Log into the Experience Portal Manager web interface.

The image shows a web interface for the Avaya Experience Portal 8.0.0. At the top, the Avaya logo is displayed in red. Below it, a red banner contains the text "Avaya Experience Portal 8.0.0 (ExperiencePortal)". The main area is white and contains a login form. The form has a label "User Name:" followed by a text input field. Below the input field is a dark gray button with the word "Submit" in white. At the bottom left of the form, there is a link that says "Change Password". At the very bottom of the page, there is a copyright notice: "© 2020 Avaya Inc. All Rights Reserved."

From the left hand menu go to **Multi-Media Configuration → SMS**. On the **SMS Processors** tab click on **Add** button.

The screenshot shows the Avaya Experience Portal 8.0.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, user information (Welcome, admin, Last logged in today at 5:44:03 AM EDT), and links for Home, Help, and Logoff. The left sidebar contains a menu with categories like System Management, System Configuration, Security, Reports, and Multi-Media Configuration. The main content area displays the SMS configuration page, which includes a breadcrumb trail (Home > Multi-Media Configuration > SMS) and a title 'SMS'. Below the title, a description states: 'This page displays the list of Short Message Service (SMS) processors, SMPP connections and HTTP connections.' The page features three tabs: SMS Processors (selected), SMPP Connections, and HTTP Connections. Under the SMS Processors tab, there is a table with columns: Name, Enable, Host Address, and Trace Option. A single row is visible with the following values: ☐ (checkbox), EPM, Yes, ep80.bvwdev.com, and Use SMS Settings. Below the table are buttons for Add, Delete, SMS Settings, Browser Settings, and Help.

Add a **Name** and Select the Primary Experience Portal from the **Host Address** drop down. Click on **Save** to commit the changes.

The screenshot shows the Avaya Experience Portal 8.0.0 (ExperiencePortal) interface, specifically the 'Change SMS Processor' page. The top navigation bar and left sidebar are consistent with the previous screenshot. The main content area displays the 'Change SMS Processor' page, which includes a breadcrumb trail (Home > Multi-Media Configuration > SMS > Change SMS Processor) and a title 'Change SMS Processor'. Below the title, a description states: 'Use this page to change the configuration of an SMS processor.' The page contains form fields for Name (EPM), Enable (radio buttons for Yes and No, with Yes selected), and Host Address (ep80.bvwdev.com). Below these fields is a section titled 'Categories and Trace Levels' with a right-pointing arrow. At the bottom of the page are buttons for Save, Apply, Cancel, and Help.

5.2. Add SMPP Connection.

Click on the **SMPP Connections** tab and click on **Add**.

Avaya Experience Portal 8.0.0 (ExperiencePortal)

Welcome, admin
Last logged in today at 5:44:03 AM EDT

You are here: [Home](#) > Multi-Media Configuration > SMS

SMS

This page displays the list of Short Message Service (SMS) processors, SMPP connections and HTTP connections.

SMS Processors SMPP Connections HTTP Connections

<input type="checkbox"/>	Name	Enable	Transport Protocol	Host Address	Port	Bind Mode	SMS Processor
<input type="checkbox"/>	webtext	Yes	TCP	smpp.webtext.com	2775	Transceiver	EPM

Add **Delete** **Help**

Connection details for the SMS Gateway Service will be provided by WEBTEXT and used here to establish the connection. Give the SMPP connection a **Name**. Enter the **Host Address**, **Port**, **Bind Mode**, **User Name**, **Password**, and **Set From Field to: Short Code** of the SMS Gateway Service. Select the **SMS Processor** added above and click on **Save** to commit changes.

Avaya Experience Portal 8.0.0 (ExperiencePortal)

You are here: [Home](#) > Multi-Media Configuration > [SMS](#) > Change SMPP Connection

Change SMPP Connection

Use this page to change the configuration of an SMPP connection.

Name: webtext

Enable: ☒ Yes ☐ No

Transport Protocol: TCP

Host Address: smpp.webtext.com

Port: 2775

Bind Mode: Transceiver

User Name: 29386

Password:

Address Range:

System Type:

Verify

Shared: ☐ Yes ☒ No

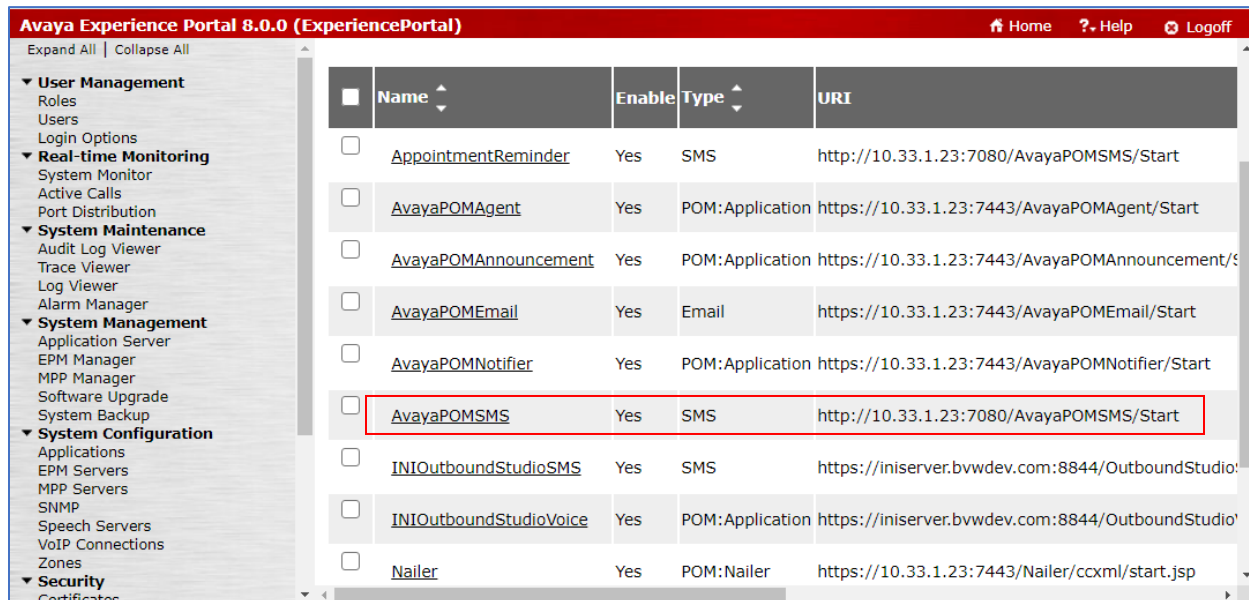
SMS Processor: EPM

Set From Field to: Short Code

Short Code / Long Number	Remove
19 68	<input type="button" value="Remove"/>

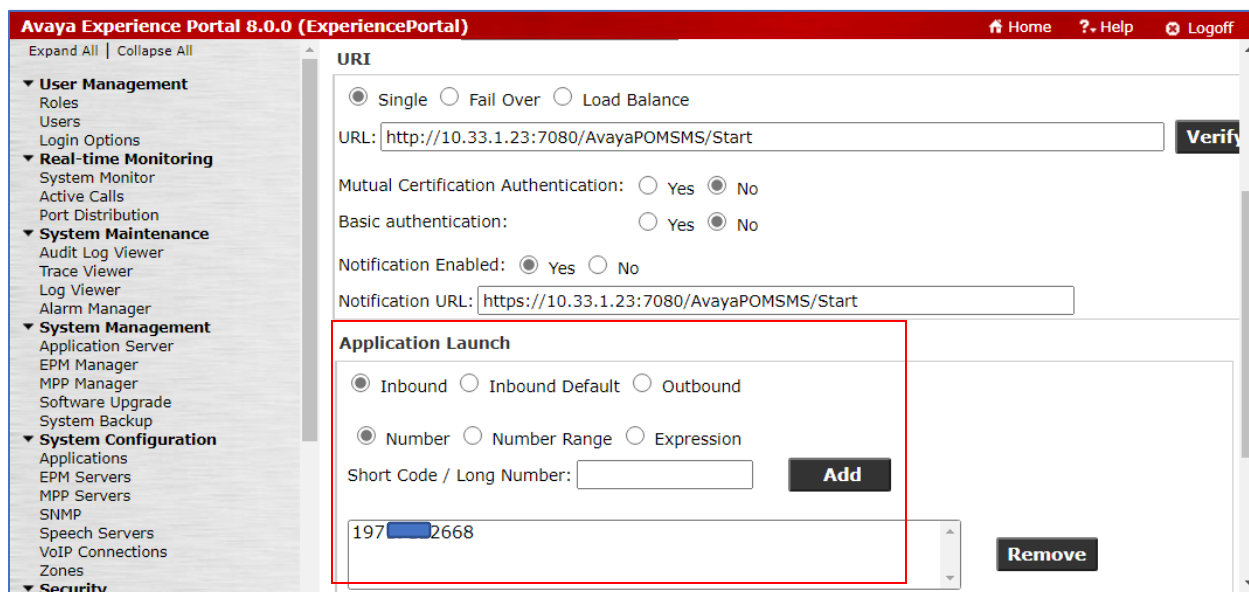
5.3. Configure Application Settings

The Short code number above must now be entered in the AvayaPOMSMS application that will have been added as part of the Proactive Outreach Manager installation. From the left hand menu select **System Configuration** → **Application**. Click on the **AvayaPOMSMS** application.



<input type="checkbox"/>	Name	Enable	Type	URI
<input type="checkbox"/>	AppointmentReminder	Yes	SMS	http://10.33.1.23:7080/AvayaPOMSMS/Start
<input type="checkbox"/>	AvayaPOMAgent	Yes	POM:Application	https://10.33.1.23:7443/AvayaPOMAgent/Start
<input type="checkbox"/>	AvayaPOMAnnouncement	Yes	POM:Application	https://10.33.1.23:7443/AvayaPOMAnnouncement/Start
<input type="checkbox"/>	AvayaPOMEmail	Yes	Email	https://10.33.1.23:7443/AvayaPOMEmail/Start
<input type="checkbox"/>	AvayaPOMNotifier	Yes	POM:Application	https://10.33.1.23:7443/AvayaPOMNotifier/Start
<input type="checkbox"/>	AvayaPOMSMS	Yes	SMS	http://10.33.1.23:7080/AvayaPOMSMS/Start
<input type="checkbox"/>	INIOutboundStudioSMS	Yes	SMS	https://iniserver.bvwdev.com:8844/OutboundStudio/Start
<input type="checkbox"/>	INIOutboundStudioVoice	Yes	POM:Application	https://iniserver.bvwdev.com:8844/OutboundStudio/Start
<input type="checkbox"/>	Nailer	Yes	POM:Nailer	https://10.33.1.23:7443/Nailer/ccxml/start.jsp

In the application Launch section set the application to **Inbound**, **Number** and enter the number used for Short Code in the SMPP configuration next to **Short Code / Long Number** and click on **Add** to move it to the numbers that can be used. Click on **Save** to commit Changes (not shown).



URI

☒ Single ☐ Fail Over ☐ Load Balance

URL: **Verify**

Mutual Certification Authentication: ☐ Yes ☒ No

Basic authentication: ☐ Yes ☒ No

Notification Enabled: ☒ Yes ☐ No

Notification URL:

Application Launch

☒ Inbound ☐ Inbound Default ☐ Outbound

☒ Number ☐ Number Range ☐ Expression

Short Code / Long Number: **Add**

Remove

Note: When using multiple SMS Campaigns multiple numbers can be used by this application to allow Proactive Outreach Manager to route SMS message replies depending on reply number. These numbers must be activated by WEBTEXT.

When returned to the Application List click on the AvayaPOMSMS application **Configurable Application Variables** (little Pencil Icon). These variables are used to route calls back to the POM Campaign when a reply is made. Enter an **Attribute Name**, the **Campaign Name** configured in **Section 6**, the **Completion Code** sent to the POM Campaign and the **Web Service IP Address** (This is the address of the server running POM).

Avaya Experience Portal 8.0.0 (ExperiencePortal) Home Help Logoff

You are here: [Home](#) > [System Configuration](#) > [Applications](#) > Change AvayaPOMSMS Configurable Application Variables

Change AvayaPOMSMS Configurable Application Variables

Use this page to change the values of the configurable application variables, defined in the applications that are deployed on the Experience Portal system.

[Reset All to Default](#)

Attribute Name:	<input type="text" value="Webtext_Att"/>
Campaign Name:	<input type="text" value="Webtext_Cam"/>
Completion Code:	<input type="text" value="SMS_Reply"/>
SMS Dialing Code to Ignore:	<input type="text"/>
Web Service IP Address or FQDN:	<input type="text" value="10.33.1.23"/>

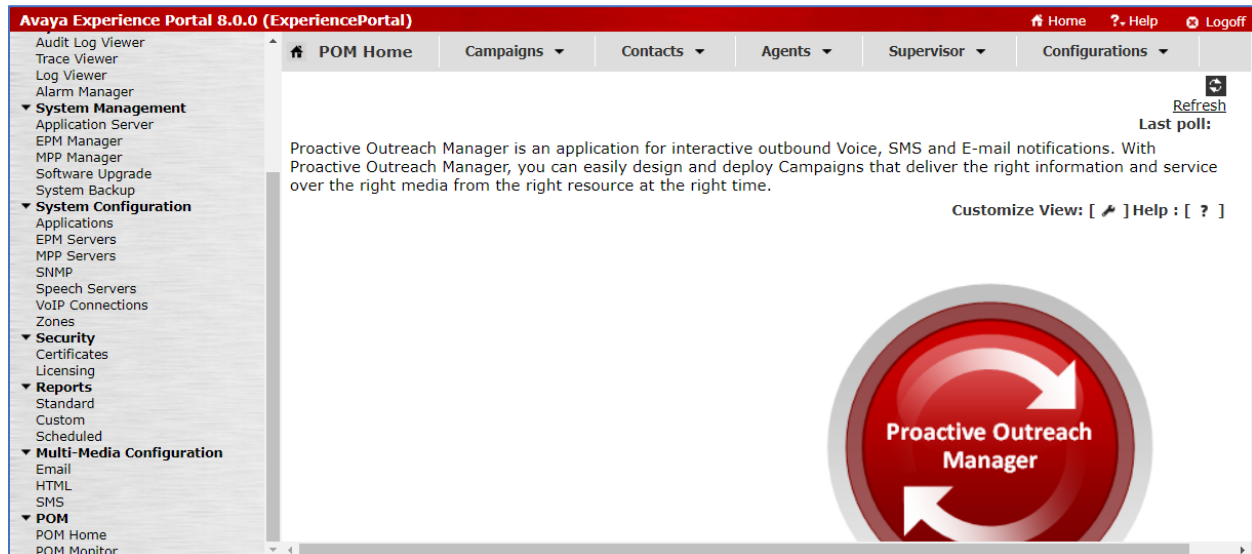
[Save](#) [Apply](#) [Cancel](#) [Help](#)

6. Configure Proactive Outreach Manager Campaign

This section describes the steps required to create a basic campaign for sending SMS Messages using the SMS Gateway Service.

6.1. Navigate to POM home page

From the left hand menu select **POM → POM Home**. The POM homepage displays as below.



6.2. Create a Contact List

A contact attribute was created to store SMS message replied from recipient. To create a contact attribute, navigate to **Contacts → Attributes**, click on **Add**. The **Add New Attribute** window is displayed, enter an attribute name and select the data type as **STRING** as shown in the screenshot below.

Click **Save** button to save the change.

A contact list can be added based on a CSV template. In order to generate a CSV template, select **Contacts → Attributes**. In the list of attributes, select name of attributes that is needed for the contact list. In the testing, the attribute ID, First Name, Last Name, Phone1, and Webtext_Att were used for the contact list. Select **Generate CSV Template** button (not shown) to generate this template.

Attributes

This page displays the list of Attributes. Depending on your user role, you can add, change and delete Attribute. You can generate template. If organizations are enabled, you can associate Attribute with organization.

[Advanced](#)

Show 50 ▾ | Page: 1/1

Last poll: 03/30/2021 0

<input type="checkbox"/>	Name	Type	Data Type	Read Only for agents	Masked for agents	Masked for Users
	System Contact ID	Predefined	LONG	Yes	No	No
<input checked="" type="checkbox"/>	ID	Predefined	STRING	Yes	No	No
<input type="checkbox"/>	Title Predefined	Predefined	STRING	No	No	No
<input checked="" type="checkbox"/>	First Name	Predefined	STRING	No	No	No
<input checked="" type="checkbox"/>	Last Name	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 1 Predefined	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 2 Predefined	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 3 Predefined	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 4 Predefined	Predefined	STRING	No	No	No

Open the **ContactsTemplates.csv** file and update the contact as shown in the table below.

```
Id,firstname,lastname,phonenumber1
1,Contact,One,16139172548
2,Contact,Two,14234689369
```

Navigate to **Contacts → Contact List** and select **Add**. The **Add New Contact List** window is displayed, enter a name in the **Name** field and select **Save**.

POM Home

Campaigns ▾

Contacts ▾

Agents ▾

Supervisor ▾

Configurations ▾

Add New Contact List

This page allows you to add new Contact List.

Name

Description

The **Contact List created successfully** message is displayed along with three selections. Select the **Upload Contacts now** link to upload the contact by using the CSV file above.

POM Home	Campaigns ▾	Contacts ▾	Agents ▾	Supervisor ▾	Configurations ▾
--------------------------	-----------------------------	----------------------------	--------------------------	------------------------------	----------------------------------

Contact List created successfully.
Contact List Webtext_Contact created successfully. You may want to
[Upload Contacts now](#)
[Create a Data Source](#)
[Go back to Manage Contact List](#)

The **Upload Contacts** popup displays, select **Choose File** button to browse to the CSV file, select **Import Contacts** option in the **What to Do** section and select Upload button (not shown).

Upload Contacts	
Select the file that contains the Contacts you wish to upload or exclude. You can upload any comma delimited file. Contacts from the file will be imported or excluded from the selected Contact List depending on the Import Contacts or Exclude Contacts option selected.	
File to upload:	<input type="button" value="Choose File"/> ContactsTemplate.csv
What to Do	
<input checked="" type="radio"/> Import Contacts <input type="radio"/> Exclude Contacts	
Advanced Options	
Empty Contact List before import	<input type="checkbox"/>
Pause Associated Campaigns if Emptying Contact List	<input type="checkbox"/>
Ignore Active Exclude Contacts if Emptying Contact List	<input type="checkbox"/>
Ignore Callback On Contacts if Emptying Contact List	<input type="checkbox"/>
Automatically update time zone for phone numbers	<input type="checkbox"/>
Check phone numbers for reject patterns	<input type="checkbox"/>
Check phone numbers for phone formats rule	<input type="checkbox"/>

The screen below shows the contact list **Webtext_Contact** with two entries imported successfully.

POM Home
Campaigns
Contacts
Agents
Supervisor
Configurations

Contact Lists

Last p

This page displays all the Contact Lists. Depending on the user role, you can add, change, delete and empty Contact List. You can see organizations are enabled, you can associate Contact List with organization.

Show 50
Page: 1/1

Contact List Name	Total Contacts	Available Contacts	Excluded Contacts	Last Updated	
AppointmentReminder	4	4	0	03/05/2021 06:09:34 AM	
OBS Notification Menu SMS Reply	4	4	0	03/26/2021 06:24:03 AM	
Webtext_Contact	2	2	0	03/31/2021 07:29:49 AM	

* In Progress means Contacts are being imported into a Contact List. Total Contacts count is updated after completion of import a

Add
Help

6.3. Create Campaign Strategy

To create a campaign strategy, navigate to **Campaign → Campaign Strategies**, the **Campaign Strategies** page displays, select **Add**.

POM Home
Campaigns
Contacts
Agents
Supervisor
Configurations

Campaign Strategies

Refresh

This page allows the user to manage Campaign Strategies, depending on the user role.

Show 50
Page: 1/1

Name	State	Task Types	Action
OBS Notification MS Reply	Completed		
Webtext_Stra	Completed		

Add
Import
Help

Enter a strategy name in the **Name** field and select **Continue**. In the testing, the campaign strategy name was “Webtext_Stra_IN_OUT”.

The screenshot shows the 'Campaign Strategies' page in the POM application. At the top is a navigation bar with links: POM Home, Campaigns, Contacts, Agents, Supervisor, and Configurations. The main heading is 'Campaign Strategies' with a 'Refresh' button. Below the heading is a description: 'This page allows the user to manage Campaign Strategies, depending on the user role.' There is a search bar with a magnifying glass icon and an 'Advanced' link. Below the search bar is a pagination section showing 'Show 50' and 'Page: 1/1' with navigation buttons. A table lists the campaign strategies:

Name	State	Task Types	Action
OBS Notification MS Reply	Completed		
Webtext Stra	Completed		

Below the table are buttons for 'Add', 'Import', and 'Help'. The 'Add' button is active. Below these buttons is a form with the following fields:

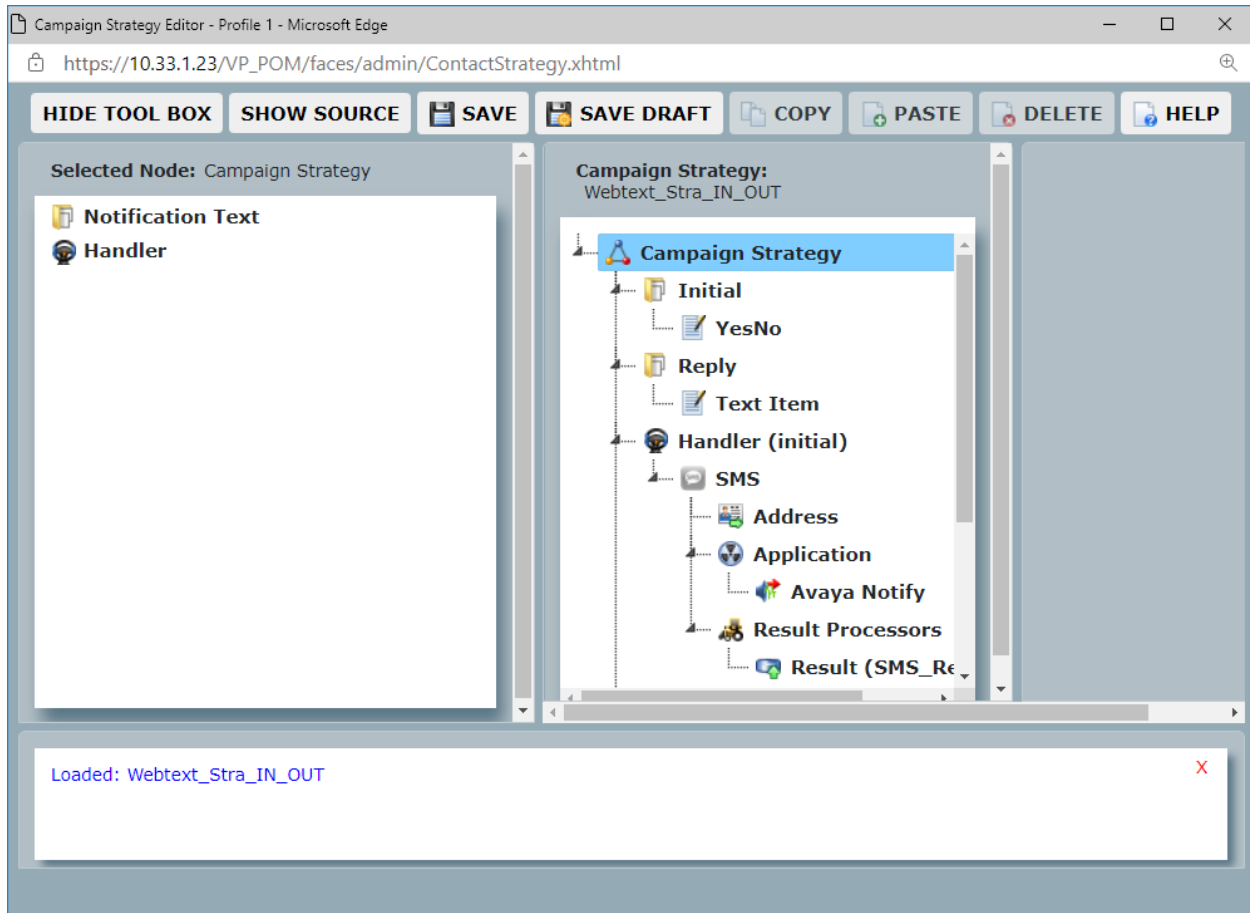
- Name: Webtext_Stra_IN_OUT
- Use template: ☐
- Template: Select (dropdown menu)

At the bottom are 'Continue' and 'Cancel' buttons.

The **Campaign Strategy Editor** window displays as shown in the screen below.

The screenshot shows the 'Campaign Strategy Editor' window. At the top is a toolbar with buttons: HIDE TOOL BOX, SHOW SOURCE, SAVE, SAVE DRAFT, COPY, PASTE, and DELETE. Below the toolbar is a 'HELP' button. The main area is divided into two panes. The left pane is titled 'Selected Node: Campaign Strategy' and contains a tree view with 'Notification Text' and 'Handler'. The right pane is titled 'Campaign Strategy: Webtext_Stra_IN_OUT' and contains a tree view with 'Campaign Strategy' and 'Handler (initial)'. At the bottom is a status bar with the message 'Loaded default template.' and a red 'X' icon.

In the testing, the campaign strategy below was used. It will send SMS message to all recipients in the contact list as well as receive their SMS reply messages.




6.4. Create Campaign

To create a campaign strategy, navigate to **Campaign → Campaign Manager**, the **Campaign Manager** page displays, select **Add** (not shown). The Create Campaign window displays, enter a name in the **Name** field and click **Continue**.



In the **Campaign Strategy** section, select the campaign strategy “**Webtext_Stra_IN_OUT**” created in **Section 6.2** from the list and select the option **Finite** in the **Campaign type**.



In the **DNC Group** section, remove the check mark in the **Apply DNC Group** and select **Next**.

DNC Group

☒ **Apply DNC Group**

From the following, select one or more DNC Group to be used with this Campaign.

From the following, select one DNC Group to be used for Agent/Web service. Contacts updated as DNC, by the Agents or through Web Service, will be added to this DNC Group.

Select ▾

Context Store

☐ Publish Attempt Data To Context Store

Cancel **Next** **Help**

In the **Contact List and Filter Template Association** section, select **Add Association** and in the entry No.1 select the contact list “**Webtex_Contact**” that is created in **Section 6.2**.

If no Filter is associated for a Contact List, then all the Contacts present in that Contact List are selected

Contact List and Filter Template Association

Press the button below to add new association. Select Contact List, select an appropriate Filter for that Contact List. Repeat it for each Contact List to be used for this Campaign. Associating a Filter with the Contact List is not mandatory. Maximum 15 Contact Lists can be added to the campaign. Only one Filter can be associated with a Contact List. Use the Apply same filter checkbox to apply filter template associated with top row of association table to all other rows. Use No dialing Allocation checkbox if filtering and dialing should not be driven based on dialing allocation. No dialing Allocation checkbox will be enabled only if Apply same filter is enabled.

☐ Apply same filter ☐ No Dialing Allocation

No.	Contact List	Filter Template	Dialing Allocation Percent	Actions
1	Webtext_Contact(Default) ▾	Select ▾	<input type="text"/>	Preview

Add Association

Select **Finish** (not shown) to complete the creation. The Campaign Creation Wizard – Summary page displays to summarize the selections of the campaign manager.

Campaign Creation Wizard - Summary

This page provides the summary of the Campaign created and specifies the basic information parameters.

Campaign Summary

Name and Description

Webtext_Cam

Campaign type

Finite

Campaign Strategy

Webtext_Stra_IN_OUT

To run the campaign, select the play icon in the **Actions** column.

Campaign Manager

Refre

Last poll: 04/03/2021 07:05:24 A

This page displays Campaigns and actions associated with Campaigns depending on your user role.

Show 50 | Page: 1/1

Name	Type	Campaign Strategy	Contact List - Filter	Last Executed	Waiting Callbacks	Actions
OBS_Notification_Menu_SMS_Reply	Finite	OBS_Notification_MS_Reply	OBS_Notification_Menu_SMS_Reply - None	-	0	
Webtext_Cam	Finite	Webtext_Stra_IN_OUT	Webtext_Contact - None	03/31/2021 05:55:21 AM	0	

* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping, stopped callback.

7. Configure WEBTEXT SMS Service

WEBTEXT is responsible for the configuration of SMS messaging service in their portal. They will provide the customer the necessary information to configure the WEBTEXT SMS Service from the enterprise site to their network, including:

- WEBTEXT will provide an LOA (Letter of Authority) document that will need to include the phone numbers to be enabled for messaging and signed prior to any accounts being created. The LOA gives WEBTEXT permission to enable your toll or toll free numbers with SMS/MMS. Note the Voice service on these numbers that are enabled will not be affected in anyway.
- Obtain an SMPP/HTTP account with WEBTEXT. Customer will need to open port 2775 for TCP and 3550 for TLS via SMPP and port 80/443 via HTTP/HTTPS, and the messages would be only one way. WEBTEXT needs customer's public facing IP address to grant the access before attempting to connect to the WEBTEXT SMS Gateway.

8. Verification and Troubleshooting

This section provides verification steps that may be performed in the field to verify that the solution is configured properly. This section also provides a list of commands that can be used to troubleshoot the solution.

8.1. Verify SMPP Connection

To verify the SMPP connection to the Webtext SMS gateway service, navigate to **Multi-Media Configuration → SMS → SMPP Connections**. Select the name “**webtext**” in the **SMPP Connections** tab.

You are here: [Home](#) > Multi-Media Configuration > SMS

SMS

This page displays the list of Short Message Service (SMS) processors, SMPP connections and HTTP connections.

SMS Processors **SMPP Connections** HTTP Connections

<input type="checkbox"/>	Name	Enable	Transport Protocol	Host Address	Port	Bind Mode	SMS Processor	Short Code / Long Number
<input type="checkbox"/>	webtext	Yes	TCP	smpp.webtext.com	2775	Transceiver	EPM	19 68

Add **Delete** **Help**

In the **Change SMPP Connection** page (not shown), select **Verify** button. The **Verify SMPP Connection** window displays, select **Verify** button (not shown), if the SMPP connection to the Webtext host address is up it will show as verified successfully.

Verified SMPP Connection - Profile 1 - Microsoft Edge

https://10.33.1.23/VP_SMS/faces/config/smppConnectionVerify.jsf?verify=true&nam...

Verified SMPP Connection

Host Address: smpp.webtext.com
Port: 2775
Bind Mode: Transceiver
User Name: 29386
Address Range:
System Type:

SMPP Connection was verified successfully.

Close Window **Help**

To verify the received SMS message, open the contact list that is associated with the campaign manager, and verify in the message in the **Webtext_Att** column. It should show the reply message from the recipient.

10		Page Number: 1		Total Pages: 1				
First Name	Last Name	Phone 1	Phone 1 Country Code	Time Zone	Phone 1 State	Phone 1 Wireless	Webtext_Att	Action
Khanh	Pham	16139172548	1	America/New_York			Here is my reply, thank you for reaching out to me.	
John	Smith	14234689369	1	America/New_York			I just receive your message. Thanks :)	
Contact	Three	14233161494	1	America/New_York			Ok	

9. Conclusion

These Application Notes describe the compliance tested configuration used to validate WEBTEXT SMS Gateway Service v3.0 with Avaya Aura® Experience Portal Version 8.0 and Avaya Proactive Outreach Manager 4.0. A set of feature and functional test cases were performed during compliance testing. WEBTEXT SMS Gateway Service is considered compliant with Avaya Proactive Outreach Manager. The entire test cases have passed with any issues and observations outlined in **Section 2.2**.

10. Additional References

Documentation related to Avaya can be obtained from <https://support.avaya.com>.

- [1] *Avaya Proactive Outreach Manager Integration, Release 4.0, Issue 1, December 2020*
- [2] *Avaya Experience Portal Administering, Release 8.0, October_2020*
- [3] *Implementing Avaya Proactive Outreach Manager, Release 4.0, Issue 1, December 2020*

Documentation related to WEBTEXT can be obtained from <https://www.webtext.com/>
Avaya Breeze or Oceana WEBTEXT Connector Implementation Guide v3.5 January 2019

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